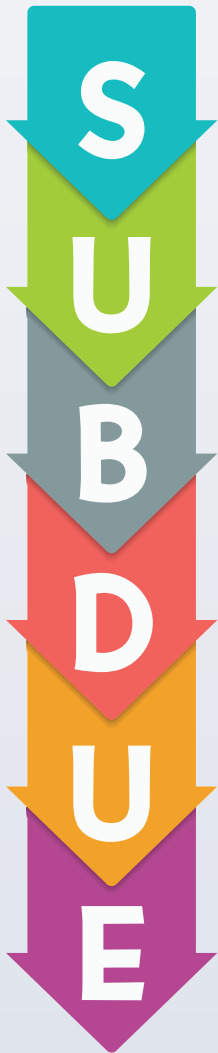


VERBAL DE-ESCALATION



Safe Space

- Ensure the environment is safe: Have team backup and clear the area of potential weapons.
- Respect personal space by remaining at least 2 arms lengths away.
- Maintain safe body language: Remain calm and keep an open body posture.

Use Simple Language

- Be concise, using short sentences and simple language.
- Use a calm, low tone of voice.
- Speak slowly to be easily understood.

Build a Collaborative Relationship

- Listen carefully to understand what provoked the agitation.
- Identify the individual's wants and feelings.
- Agree as much as possible with the truth, the underlying principle, or the odds.
- Provide genuine EMPATHY & VALIDATION throughout the entire intervention.

Do Set Limits

- Set limits to ensure safety and maintain a collaborative relationship.
- Continue to speak slowly and use simple language.
- Inform the individual of potential consequences for crossing boundaries.

Uphold Optimism & Unveil Choices

- Provide optimism by offering choices.
- Agitation may prevent the individual from "seeing" all their options.
- Having choices can be empowering!

Evaluate Effectiveness

- Evaluate the ongoing situation to decide if a different intervention is needed.
- Mobilize help if necessary.
- Debrief with your team to reflect on the outcome of the verbal de-escalation intervention.



The Pathways in Crisis Services (PICS) Project provides academic course and professional learning events and content focused on evidence-based crisis programs that include crisis intervention, de-escalation services, mobile crisis and crisis stabilization for Pre-service (students) and Practicing Behavioral Health Professionals with the goal of increasing knowledge and skills leading to use in practice.

This is accomplished by guaranteeing students get exposed to crisis intervention services and skills while in school in order to prepare them to do crisis intervention services which include: risk determination; early intervention; de-escalation strategies; how to conduct warm-hand-off; and understanding the new (988) system through the development of curriculum infusion and training. Practicing Professionals will have the opportunity to attend a variety of training and technical assistance (T/TA) events to ensure that T/TA in crisis-based programs is available to help prepare these professionals with the knowledge and skills to provide crisis-based services.

For more information and resources, please visit:
casatondemand.org/PICS



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